

**North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities and Substance Abuse Services**

**NC-TOPPS**

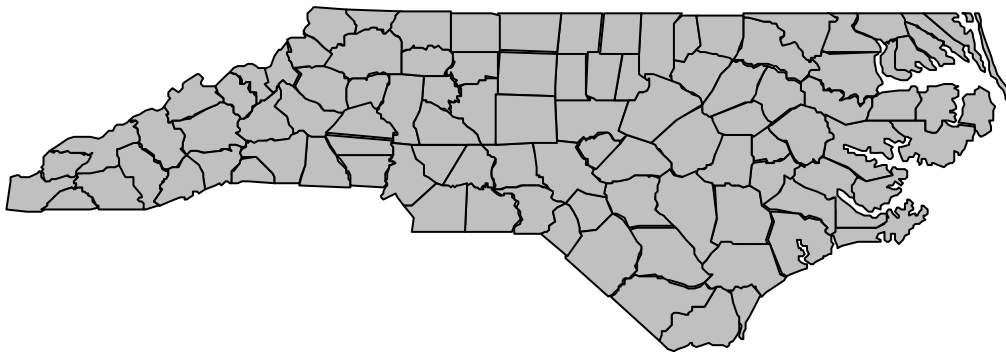
North Carolina Treatment Outcomes and Program Performance System

**Adult Mental Health Consumers  
CenterPoint LME**

**Initial Interview Matched to 3-Month Update Interview**

**Initial Interviews Conducted: January 1, 2006 through December 31, 2006**

Note: Includes matching Update Assessments through June 2007.



Data Collected By:

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Quality Management Team  
Community Policy Management Section  
DMH/DD/SAS  
NC DHHS

July 2007



## Matched Initial/Update Report

This feedback report is available to Local Management Entities, providers and the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services on data gathered for mental health consumers through the North Carolina Treatment Outcomes and Program Performance System (NC-TOPPS). This report provides information gathered through the online NC-TOPPS Initial and Update Interviews. It provides six or seven pages of charts, tables and text information on consumers' demographic characteristics, symptoms, behaviors and activities, service needs, supports and barriers, family and housing issues and outcome measures collected through an interview with the consumer during treatment. It should be noted that not every data element or response category on the NC-TOPPS Interviews are displayed in this report.

Please note that the charts and tables may not always match online queries that you may conduct. The data used in these reports will not necessarily reflect the same points in time. In addition, NDRI who produces these reports cleans the data and removes apparent duplicates prior to preparing the tables and charts.

Additional information about NC-TOPPS and pdf copies of the online NC-TOPPS interviews are located at:

<http://nctopps.ncdmh.net/>

## General Information on Interpreting Tables

<b>Types of Statistics</b>	<p>► A <u>count</u> shows the actual number (often designated by the letter "n") of clients.</p> <p>► A <u>percentage</u> is the number of clients with a characteristic or behavior divided by all the clients in the group of interest multiplied by 100. Percentages will be designated with a % sign next to the number.</p> <p>► An <u>average</u> is the sum of a set of numbers divided by the number of numbers in the set. When a number in a cell is an average, the word average will appear in the row descriptor.</p> <p>► A <u>median</u> is the middle number in a set of numbers, arranged from lowest to highest. For example, the median for the following numbers: 9, 12, 12, 15, 17, 20, <b>22</b>, 23, 25, 28, 31, 35, 62 is the bolded number, 22. Medians are important measures of central tendency, especially when a mean may be skewed by a very high or very low value. When a number in a cell is a median, the word median will appear in the row descriptor.</p>
<b>Missing Data</b>	For many of the NC-TOPPS forms entered, a particular item or question may have been left blank. In calculating the means, medians, and percentages in cells of questionnaire items, this missing data is excluded from the calculation. For example, program X may have submitted 50 interviews but in 2 of the interviews, gender was left blank. When the percent of males is calculated, the 25 males are shown as 52% ( $25/48 \times 100$ ).
<b>Denominator</b>	The denominator for nearly all percentages is the number of cases shown on the bottom left of the page minus item missing data. All exceptions to this general rule are <b>specifically noted</b> with appropriate text in the graphic or table. This text will state which group is included or excluded from the denominator, such as "of those in the labor force" or "of those with children."
<b>Multiple Response</b>	"Multiple response" indicates a "mark all that apply" type question in which more than one response to a question is allowed. The total of responses may add to greater than 100%. Examples are health insurance or target population. This is in contrast to items such as gender where only a single response is allowed.
<b>Time periods of behaviors measured</b>	Behaviors are measured at several time periods including the past year, the past 6-months, the past 3-months, the past month, or since last assessment. For the Initial Assessments, the time periods can generally be construed to mean the time period before treatment begins. For the Update Assessments the time is measured from the time at which the interview occurs back one month, 3-months, or since the last assessment.
<b>Definitions of terms</b>	The Appendix at the end of the report gives definitions of acronyms, abbreviations, and other terms used in this report.
<b>Notes:</b>	Mental Health consumers who are also being treated for substance abuse (co-occurring) are included in this report.

**CenterPoint LME Adult Mental Health Consumers**  
**Initial Interview Matched to 3-Month Update Interview**  
**Initials Conducted January 1, 2006 through December 31, 2006**

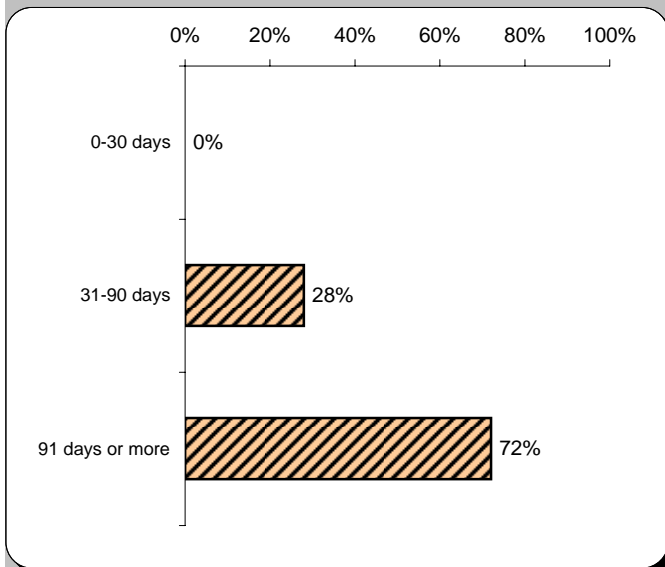
This table shows the number of matched consumers in this report by provider. This is the number of Initials done during the calendar year 2006 for whom there was a 3-month update interview conducted by June 30, 2007.

<b>Provider</b>	<b>City</b>	<b>ProviderID</b>	<b>Number</b>
AIM Human Health Sercies	Winston-Salem	1384	10
Arc Services - Foundations Behavioral Services	Winston-Salem	1250	11
Caring Arms Youth and Family Services	Winston-Salem	1406	1
Caring Support Services	Winston-Salem	999	3
Charles Hines and Son, Inc.	Winston-Salem	823	48
Community Assisted Residential Environment	Winston-Salem	984	1
Community Choices, Inc./WISH	Winston-Salem	1379	2
Cornerstone Comprehensive Services	Winston-Salem	1542	2
Custom Case Management, Inc.	Winston-Salem	804	8
Daymark	Winston-Salem	764	33
Daymark Recovery Services	Winston-Salem	824	12
Disability Advocacy & Information Services	Winston-Salem	218	39
Embrenche	Winston-Salem	990	7
Footprints Carolina	Winston-Salem	504	8
G & D Quality Care	Winston-Salem	1527	1
Hosanna House of Transition	Winston-Salem	1434	4
Institute for Family Centered Services	Greensboro	1152	1
It Takes A Village Behavioral Health Services	Winston-Salem	993	1
My Sister's Place	Winston-Salem	1023	11
NuDay Case Management, Inc.	Winston-Salem	890	21
PDFNC/Step One	Winston-Salem	8	3
PDFNC/WISH	Winston-Salem	502	3
PQA Healthcare, Inc.	Dobson	978	7
People Helping People of NC	Winston-Salem	1013	55
Selective Choices for Services, Inc.	Winston-Salem	983	3
Therapeutic Alternatives, Inc.	Randleman	855	1
Top Priority Care Services	Winston-Salem	1021	3
Transcending Minds	Winston-Salem	1330	1
Triage Behavioral Health Systems	Winston Salem	1112	8
Triumph	King	766	1
Triumph	King	821	13
Triumph	Mocksville	693	9
Triumph	Winston-Salem	718	1
Triumph	Winston-Salem	719	111
Triumph/Community Support	King	936	12
Unique Assistance LLC	Winston-Salem	1385	4
Vision Behavioral Health Services	Kernersville	1193	1
WTB-New Vision, Inc	Winston-Salem	1019	5
<b>Total</b>			<b>465</b>

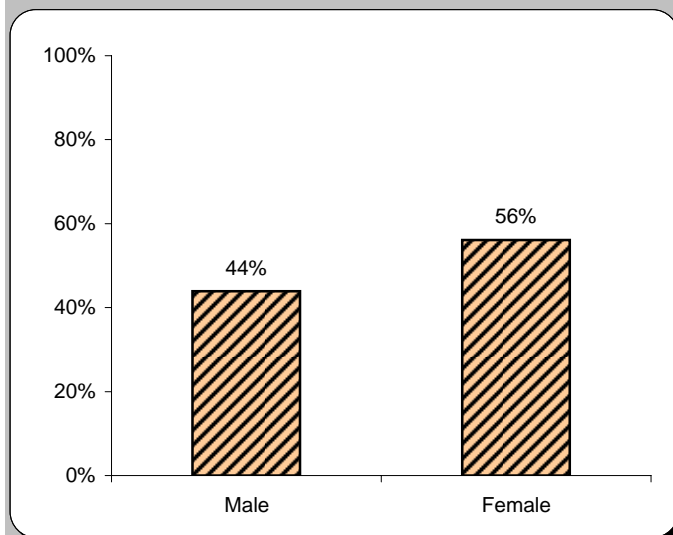
## Part I

Part I of this report includes descriptive information about the Initial Interview Matched to 3-Month Update Interview consumers. This information on the types of consumers, time in treatment, types of services needed and being rendered helps in understanding the behavioral changes shown in Part II and Part III of this report.

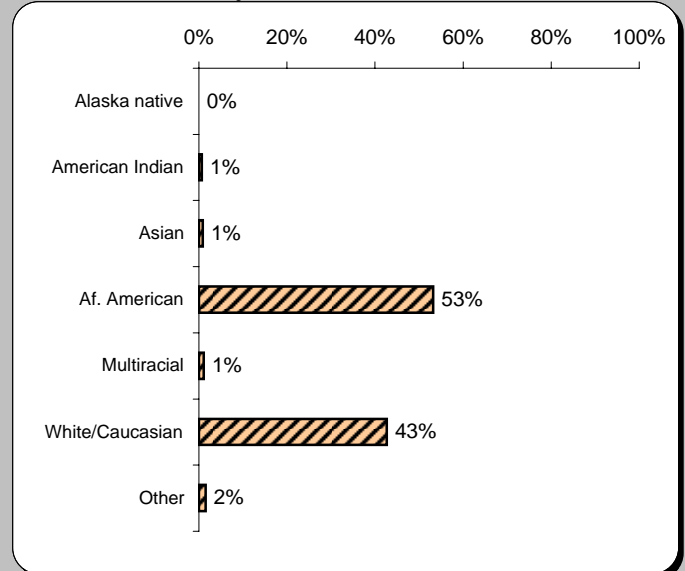
### 1-1: Days Between Initial and Update Interview



### 1-2: Gender



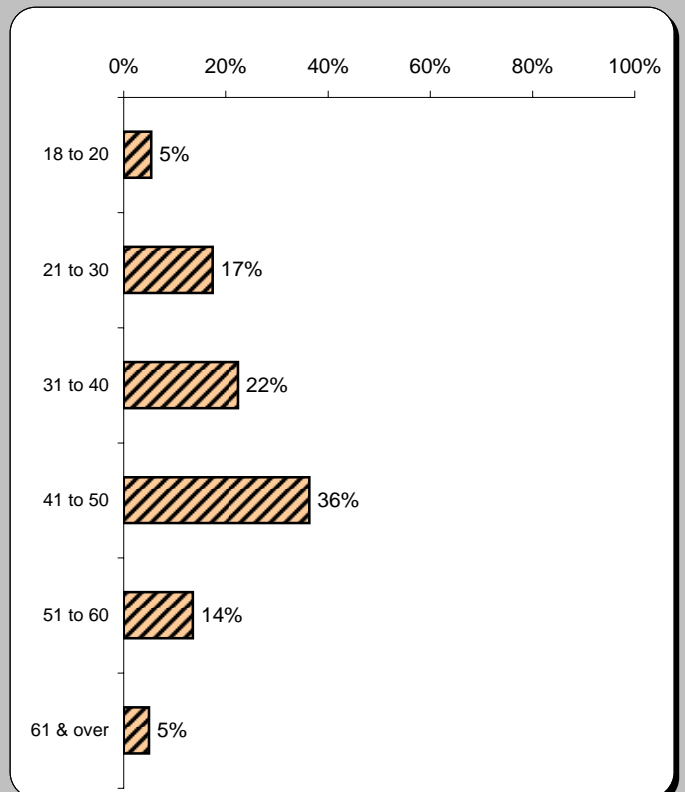
### 1-3: Race/Ethnicity



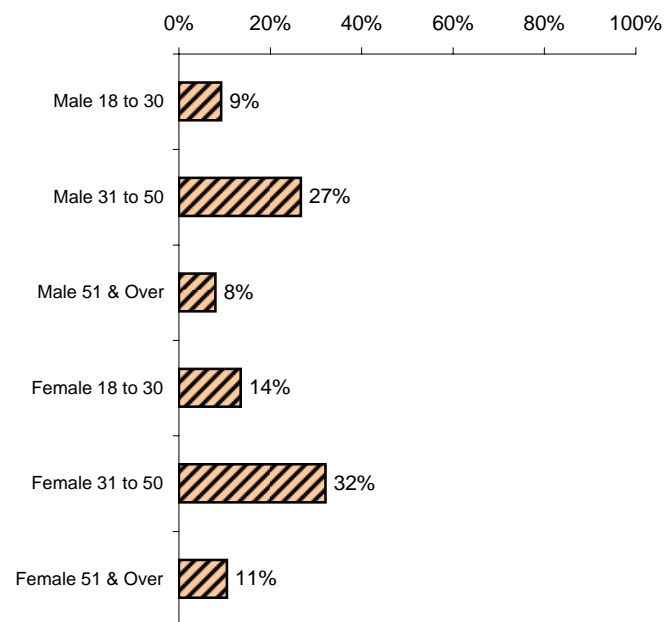
### 1-4: Hispanic

2% of CenterPoint consumers are Hispanic.

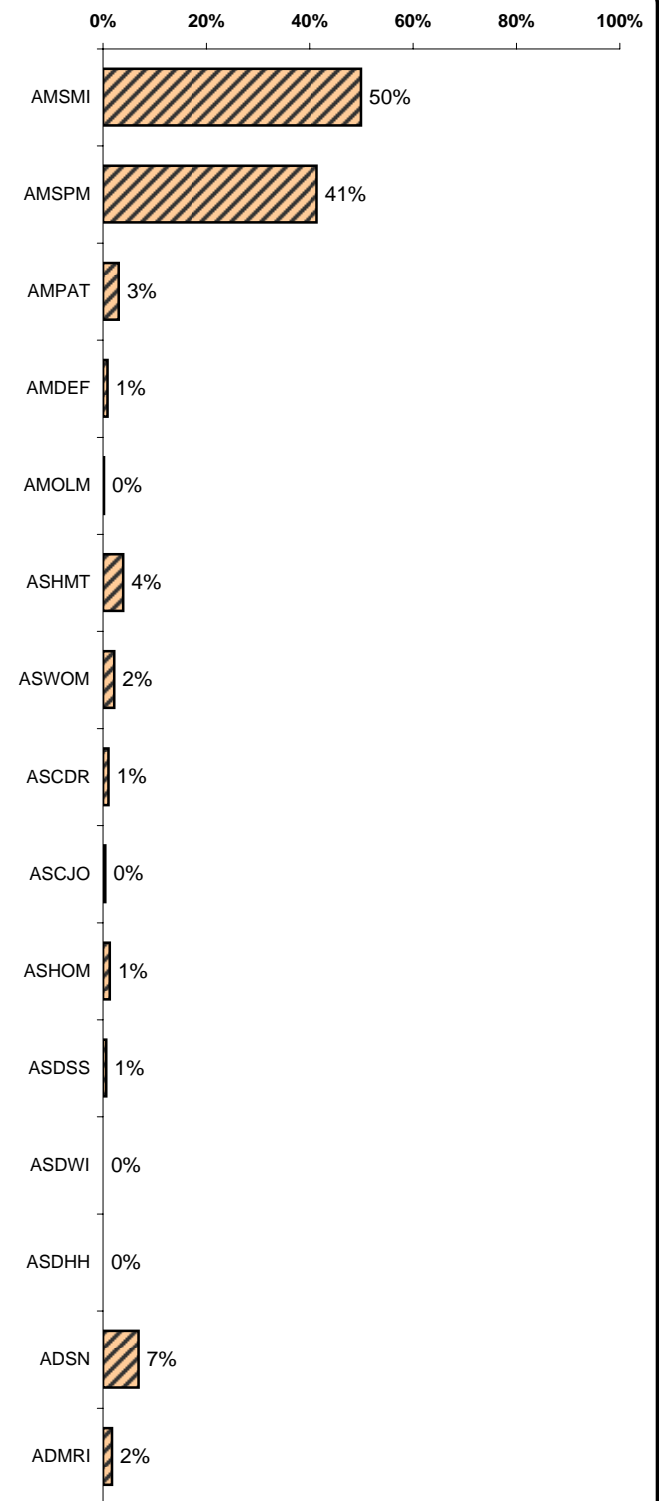
### 1-5: Age Group



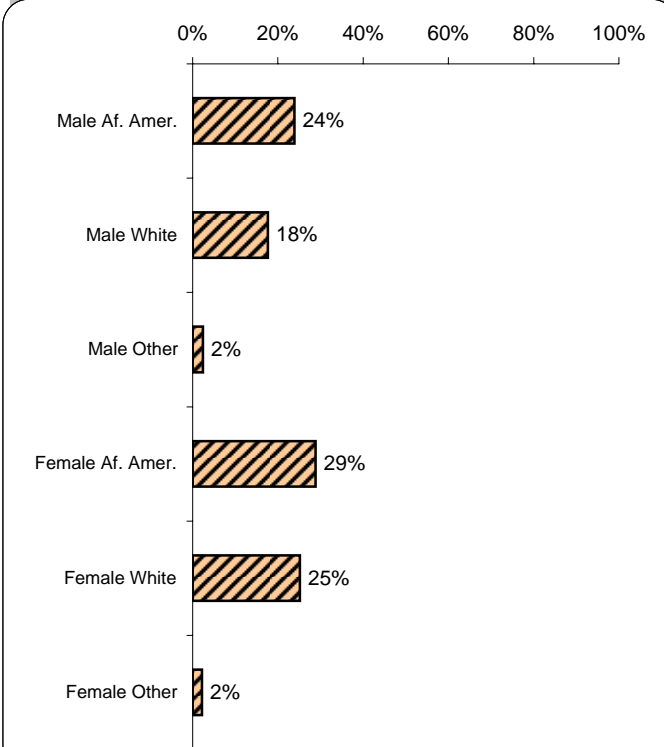
## 2-1: Gender and Age



## 2-3: IPRS Target Populations at Update

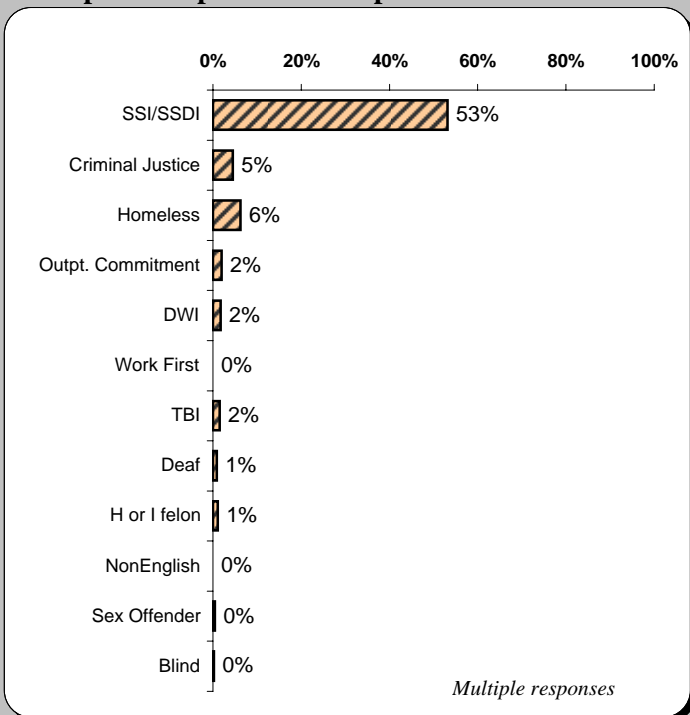


## 2-2: Gender and Ethnicity

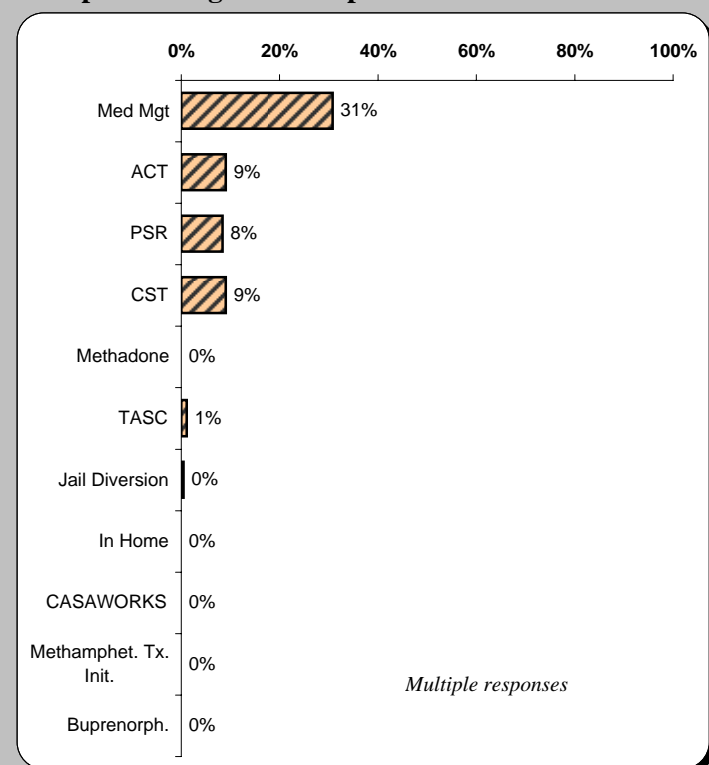


Note: See appendix for definitions of acronyms used on this page.

### 3-1: Special Populations at Update



### 3-2: Special Programs at Update

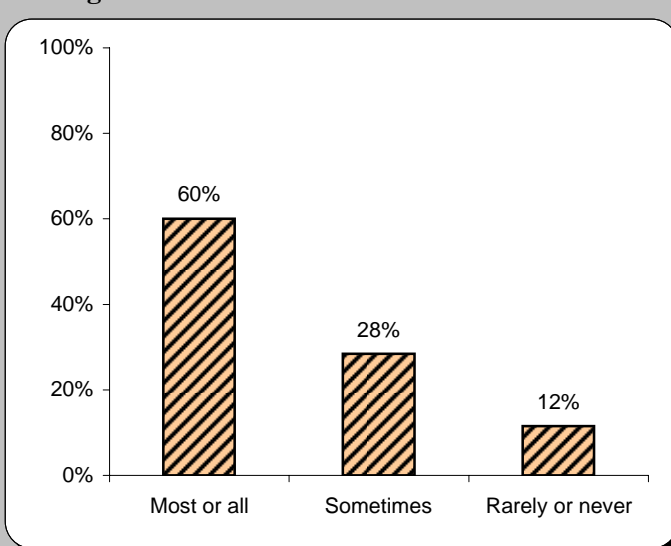


### 3-3: DSM-IV Diagnoses at Update

Diagnostic Category	
Major depression	33%
Bipolar disorder	22%
Schizophrenia	35%
Anxiety disorder	12%
PTSD	10%
Personality disorder	8%
Alcohol abuse	7%
Alcohol dependence	6%
Drug abuse	7%
Drug dependence	12%

Only most common diagnoses shown. Multiple response

### 3-4: Attendance at Scheduled Treatment Sessions, During Treatment Since Last Interview

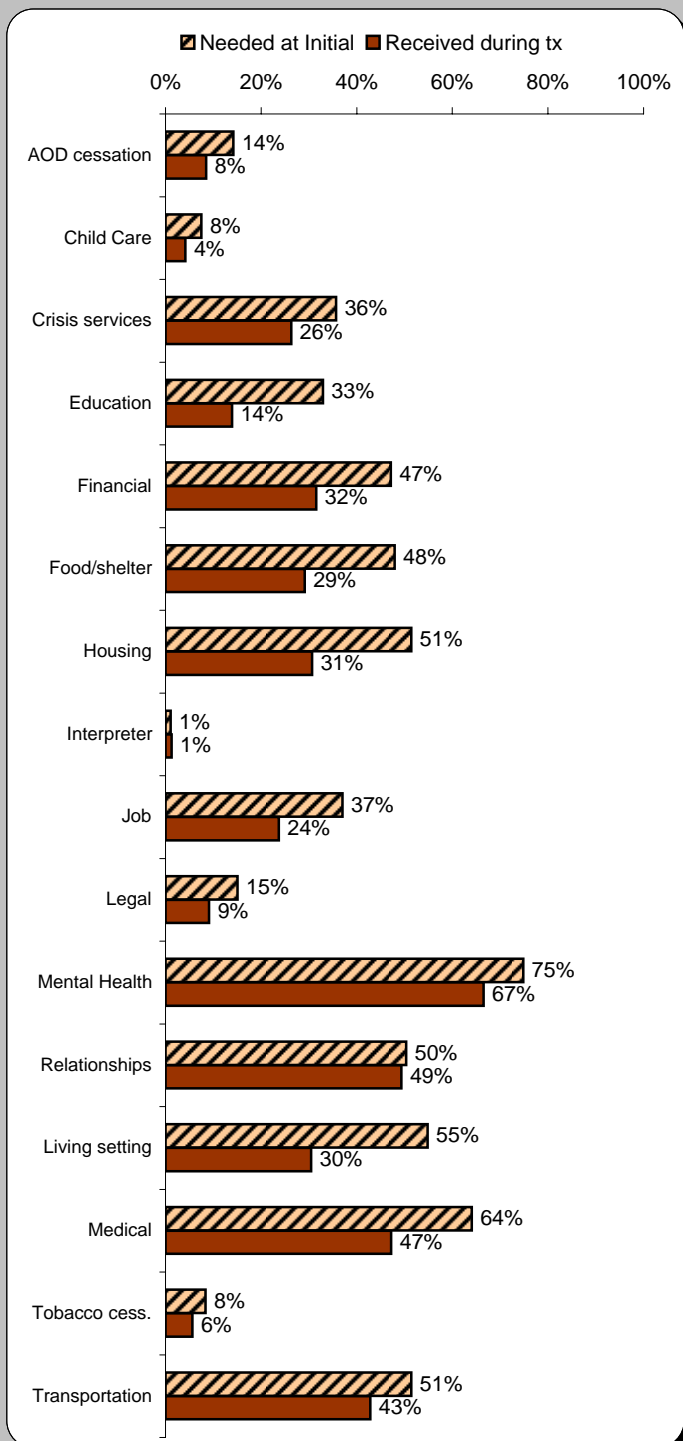


### 3-5: Family Involvement with Staff Concerning Treatment Services and/or Person-Centered Planning (PCP) During Past 3 Months of Treatment

Family Involvement with...	
Treatment Services and/or PCP	49%
Treatment Services	42%
Personal Care Plan	32%

## 4-1: Services Needed and Received

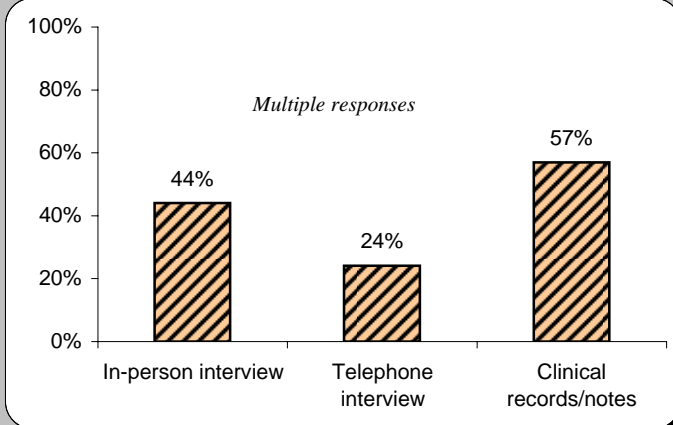
This chart compares information from the Initial Interview about whether a service area is very important to information from the Update Interview about whether the service was received during treatment.



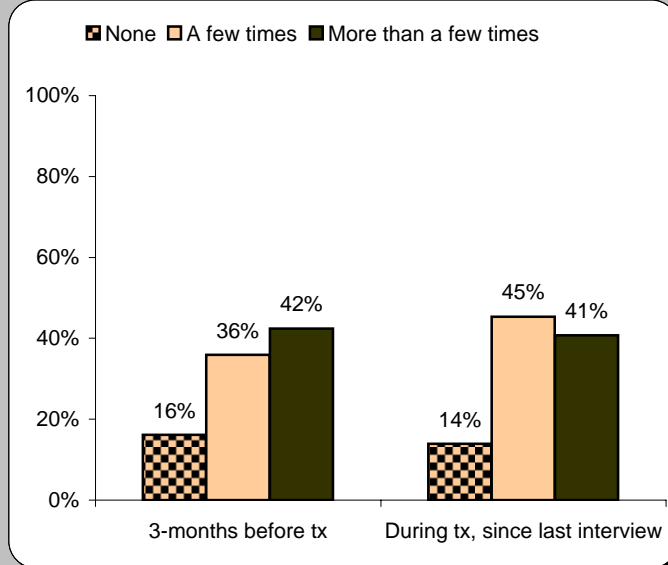
## Part II

Charts and Graphs 4-2 thru 5-9 show consumers' employment, daily activities, living situation, substance use, and arrests. Some graphs and tables compare information collected at the Initial Interview with information collected in the Update Interview. Initial Interview information is designed to be collected by means of a personal interview with the consumer. The preferred method for completing the Update items in this section is a personal interview; however, a telephone interview, or clinical records or notes are also used. The following chart shows how it was completed for the current group of consumers:

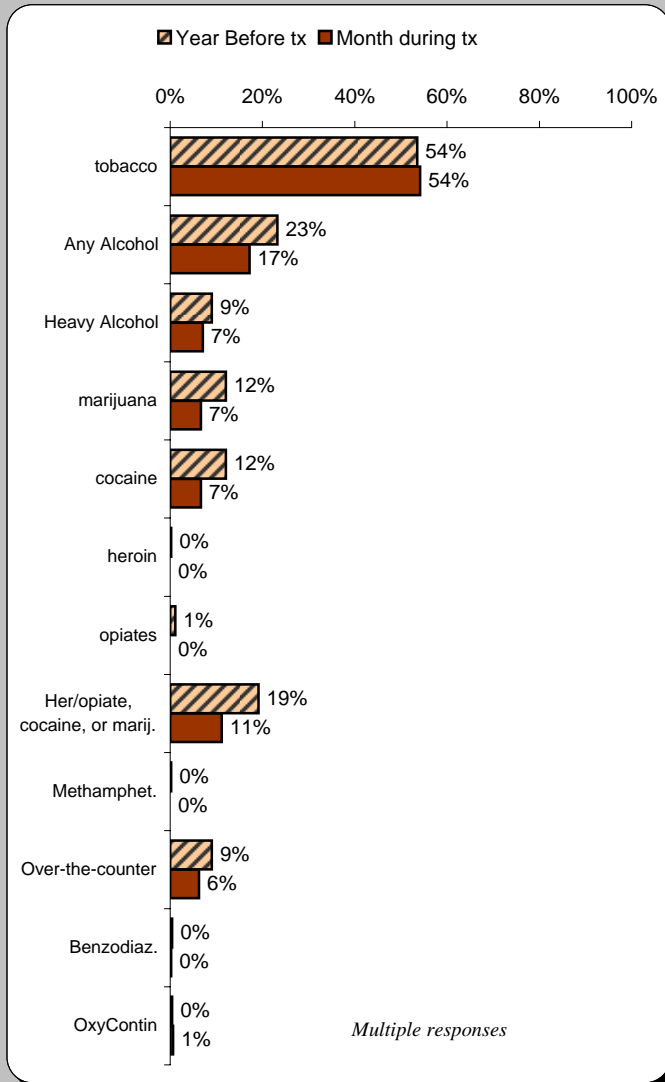
## 4-2 Update Interview Data Collection Method



## 4-3: How Often Problems Interfere with Work, School, or Other Daily Activities



## 5-1: Substance Use in Past Month



## 5-2: Cigarette Smoking

	Month before tx	Month during tx
Smoke cigarettes	52%	53%
Smoke a pack a day or more	25%	22%

## 5-3 Homeless Consumers

	3-Months before tx	During tx since last interview
In Shelters	16	17
Not in Shelters	6	3
Total Homeless	22	20

## 5-4: Employment

	3-Months before tx	Month during tx
% In labor force	39%	42%
Of those in the labor force...		
Employed full-time	8%	6%
Employed part-time	25%	32%
Unemployed (seeking work)	67%	62%
Of those working...		
Supported employment	35%	35%
Transitional employment	17%	13%

## 5-5: Justice System Involvement

5% of CenterPoint consumers were under correctional supervision at the time of their Update Interview.

## 5-6: Arrests

	6-months before tx	During tx since last interview
Any arrest	4%	1%
Misdemeanor arrest	3%	1%
Felony arrest	0%	0%

## 5-7: Children Under 18

26% of CenterPoint consumers have children under age 18.

## 5-8: Custody Issues During Treatment

	# Since Last Interview
Gained custody of child(ren)	1
Lost custody	6
Began seeking custody	4
Stopped seeking custody	2
Continued seeking custody	8
New baby removed from custody	1

## 5-9: DSS Investigations During Treatment

	# Since Last Interview
Consumer investigated by DSS for child abuse or neglect	8
Investigation was due to infant testing positive on drug screen	0

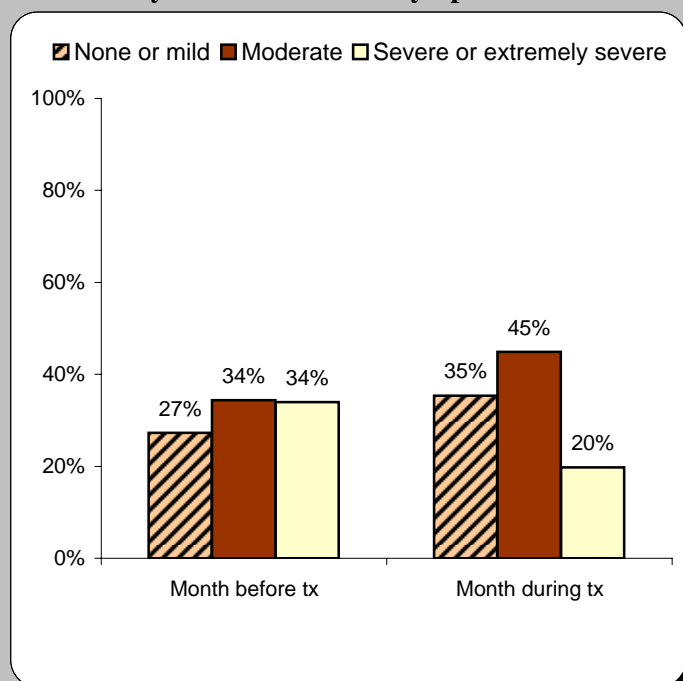


## Part III

Charts and Graphs 6-1 thru 7-3 compare Initial Interview information with information from Section III of the Update Interview. Section III has questions that must be answered by the consumer. If the consumer is not available, these items are skipped and left blank. Therefore, these items often represent the responses of fewer consumers.

**\* 285 of the 465 (61%) of CenterPoint Update Interviews included a personal interview with the consumer.**

### 6-1: Severity of Mental Health Symptoms



### 6-2: Psychotropic Medications at Update

86% of CenterPoint consumers have a current prescription for psychotropic medications. Of those, 92% take their medication as prescribed all or most of the time.

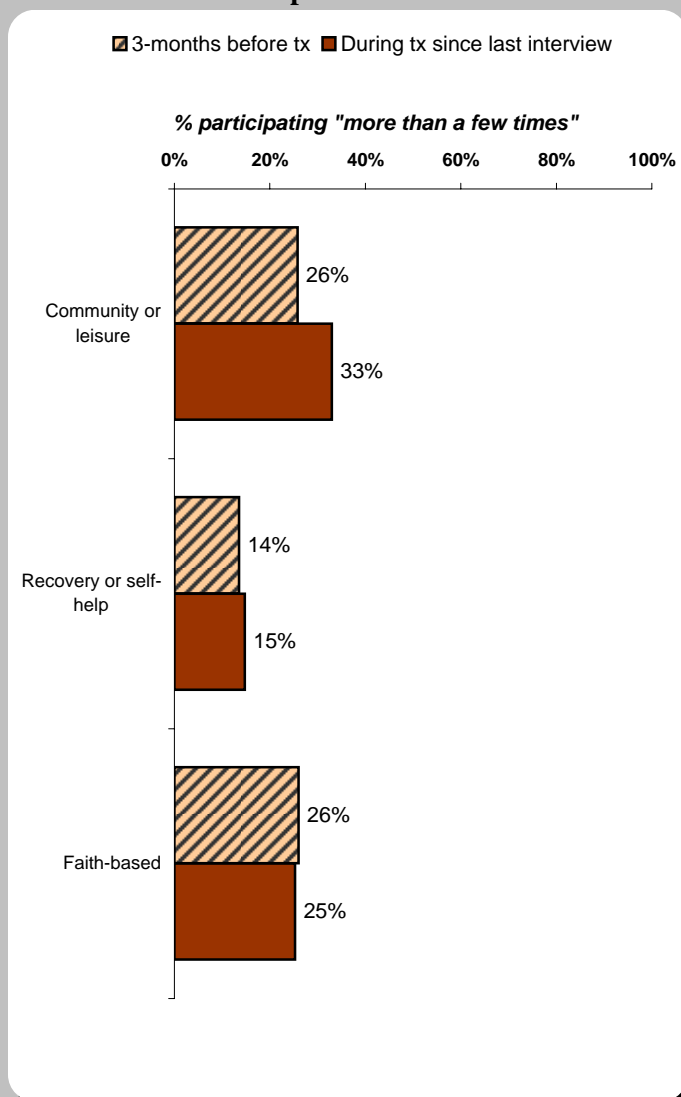
### 6-3: Experienced Violence

	3 Months before tx	During tx, since last interview
Physical violence	11%	6%
Sexual violence	2%	2%

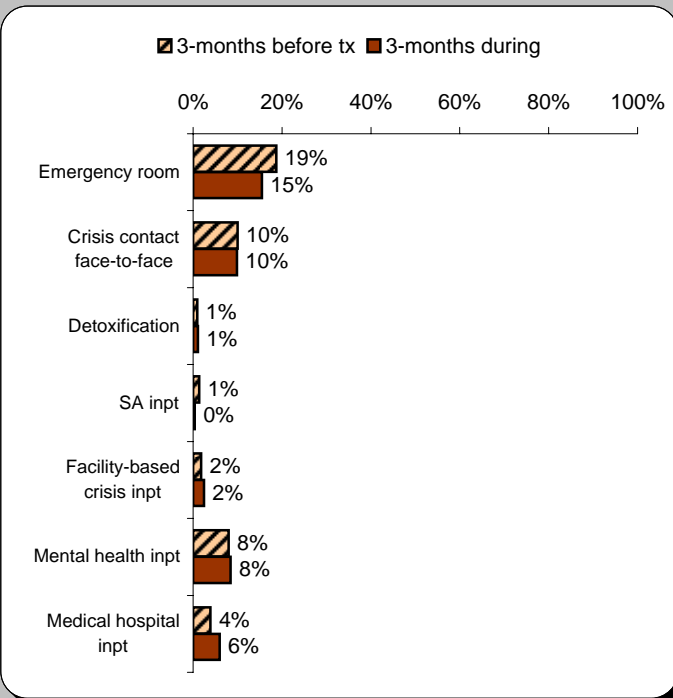
### 6-4: Behavior Problems and Symptoms

	3 Months before tx	During tx, since last interview
Suicidal thoughts	32%	26%
Tried to hurt or cause self pain	13%	8%
Risky Sexual activity	6%	8%
Hit/physically hurt another person	10%	10%

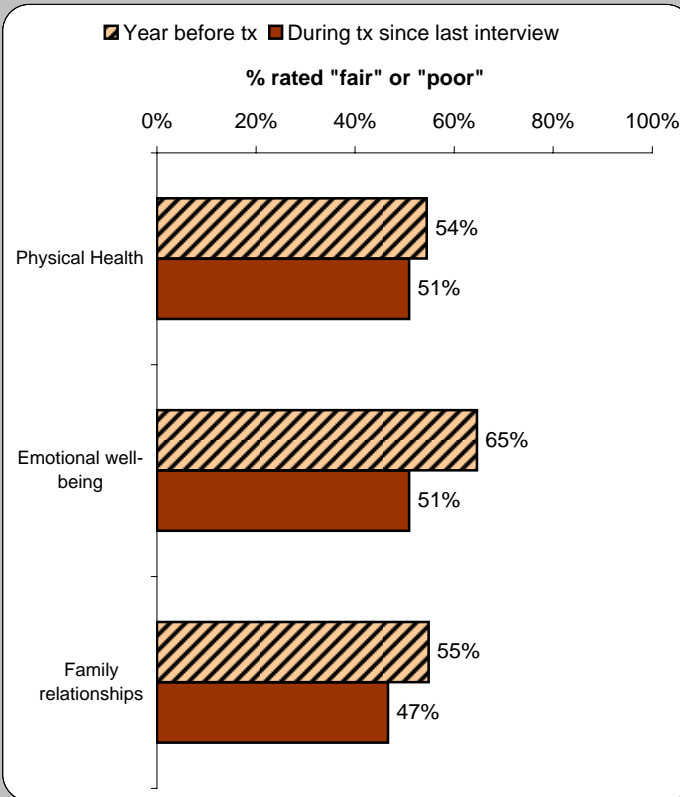
### 6-5: Consumer Participation in Positive Activities



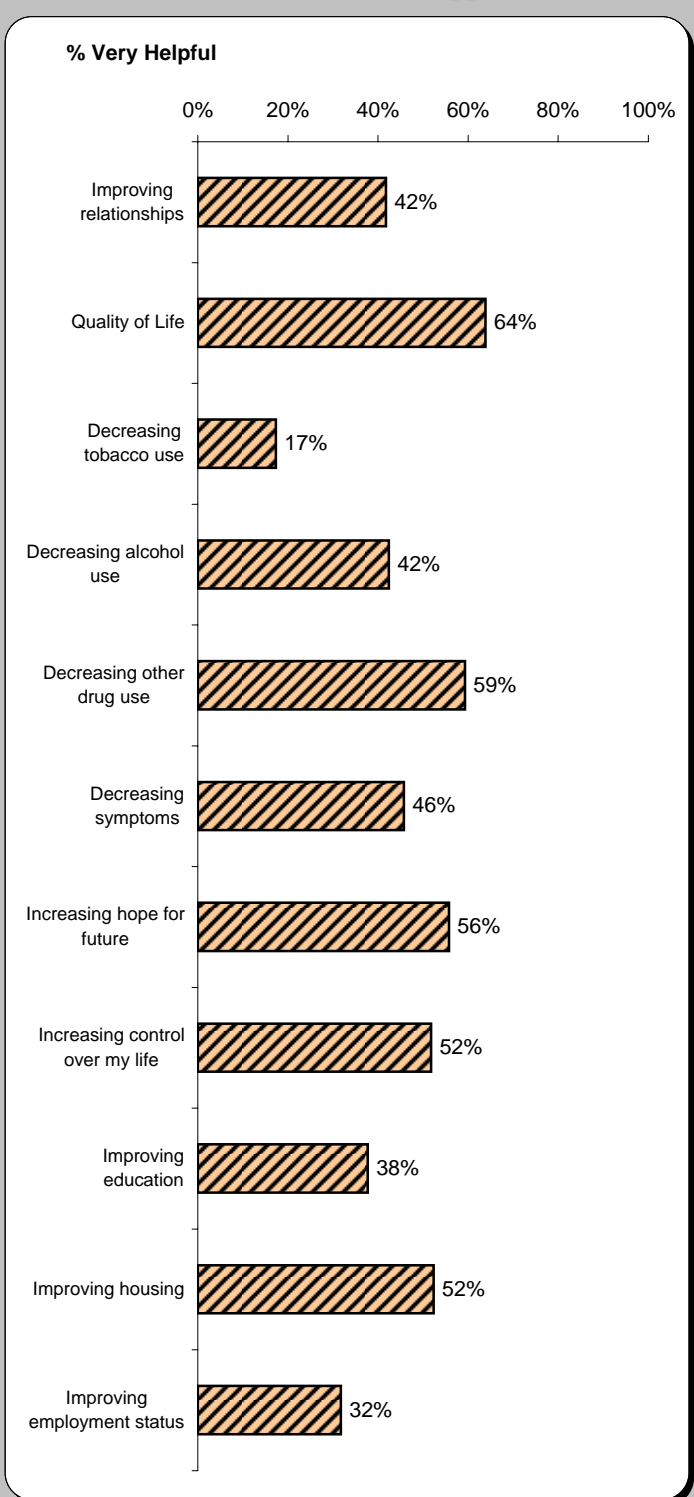
## 7-1: Health Care Received



## 7-2: Consumer Ratings on Quality of Life



## 7-3: Helpfulness of Program Services (of those for whom the service is applicable)



Note: Zero percent may indicate not applicable for all consumers.

<b>Acronym or Term</b>	<b>Definition</b>
ACT	Assertive Community Treatment
ADMRI	Target population: Adult with both mental retardation and mental illness
ADSN	Target population: Adult with Developmental Disability
Af American	African American
AMOLM	Target population: Adult consumer receiving Olmstead services
AMPAT	Target population: Adult MH consumer who is homeless (PATH program).
AMSMI	Target population: Adult with serious mental illness
AMSPM	Target population: Adult with serious and persistent mental illness
AOD	Alcohol or other drugs
ASCDR	Target population: Adult SA injection drug user at risk for communicable disease
ASCJO	Target population: Adult SA who is a criminal justice offender
ASDHH	Target population: Adult SA consumer who is deaf or hard of hearing
ASDSS	Target population: Adult SA consumer who is involved with DSS
ASDWI	Target population: Adult SA consumer who is receiving DWI offender treatment
ASHMT	Target population: Adult with a chronic substance abuse disorder
ASHOM	Target population: Adult SA consumer who is homeless
ASWOM	Target population: Adult SA consumer who is pregnant or has dependent children
Assessmt	Assessment
Benzodiaz.	Benzodiazepine(s)
Buprenorph.	Buprenorphine
CASAWORKS	Residential program initiative designed to help substance abusing women
Cauc.	Caucasian
Crim. Justice or CJ	Criminal Justice
CST	Community support team
Detox	Detoxification
DSM	Diagnostic and Statistical Manual (Edition IV)
DSS	Division of Social Services
DWI	Driving while Impaired
GED	General Education Diploma (High School Equivalency)
H or I felon	Class H or I felon (controlled substance) who applied for food stamps
Her	Heroin
HS	High School
Inpt.	Inpatient
Marij.	Marijuana
Med. Mgmt.	Psychiatric medication management services
Methamphet.	Methamphetamine(s)
Methamphet. Tx. Init.	Methamphetamine Treatment Initiative
MH	Mental Health
Outpt. Commitment	Outpatient Commitment
PSR	Psychosocial rehabilitation
PTSD	Post-traumatic Stress disorder
SA	Substance Abuse or Substance Abuser
SSI/SSDI	Supplemental Security Income or Social Security Disability Insurance
TASC	Treatment Accountability for Safer Communities
TBI	Traumatic brain injury
Tx	Treatment
Work First	DSS program for temporary assistance to needy families

Note; Refer to web page for more complete definitions of target populations:

<http://www.dhhs.state.nc.us/mhdd/sas>